

# WATER QUALITY REPORT

FOR BLOOMINGTON, MN • 2009 TEST RESULTS



JUNE 2010

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## ENSURING YOUR SAFETY BLOOMINGTON'S WATER SURPASSED ALL REQUIREMENTS

At the City of Bloomington, our goal is to provide you with high-quality, safe, reliable drinking water that meets every federal and state water quality requirement. This report contains information about the sources, treatment process and history of our water system. Page WQR4 provides the results of water quality monitoring on Bloomington's water sources from January 1 to December 31, 2009, by the Minnesota Department of Health, the city of Minneapolis and our own laboratories. We also answer common questions people have about our water. This report is meant to advance your understanding of drinking water and heighten awareness of the need to protect precious water resources.

## GET INVOLVED

Your water meets all federal, state and local guidelines. Public Works welcomes input on water quality issues. For information, contact Water Quality Supervisor Jon Eaton at 952-563-4501.

If you have questions about your water or need assistance, please give us a call or visit our website.

When you see **WEBSITE KEYWORDS** in this report, visit our website at [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us) for more information.

**Water Plant (24 hours a day)**  
952-563-4905  
TTY (8 a.m. to 4:30 p.m., M-F)  
952-563-8740

**Este informe contiene información muy importante. Si necesita una traducción del mismo, sírvase llamar al 952-563-4944 V/TTY.**

**Bản báo cáo này có các thông tin rất quan trọng. Nếu quý vị cần bản dịch tiếng Việt, xin gọi số 952-563-4944 V/TTY.**

**Warbixintaan waxaa ku jira macluumaad aad muhiim u ah. Haddii aad u baahan tahay in lagu turjumo, fadlan la xiriir 952-563-4944 V/TTY.**

## HERE TO SERVE TECHNOLOGY IMPROVES CUSTOMER SERVICE

Did you know that Utility Billing processes more than 180,000 bills for more than 27,000 customer accounts and the Utilities Division processes more than 2,000 service orders annually? That's a lot of action on a system that was purchased more than 40 years ago, which is why Utilities and Utility Billing recently implemented a new integrated Customer Information System to streamline operations and better serve the City's customers.

Implementation of the new software represented a milestone achievement after years of discussion about the need to update and integrate the aging software system.

However, the process proved quite challenging. According to Assistant Utilities Superintendent Glen Gerads, converting all the data proved a daunting task.

"The system was tested for months to ensure that customers would receive timely and accurate bills when the system was introduced," Gerads said. "Comprehensive training was provided for Utilities and Utility Billing staff in the use of the new software application."

The benefits of the new software are extensive and include the ability for Utilities staff to combine older software systems into one robust customer service environment.



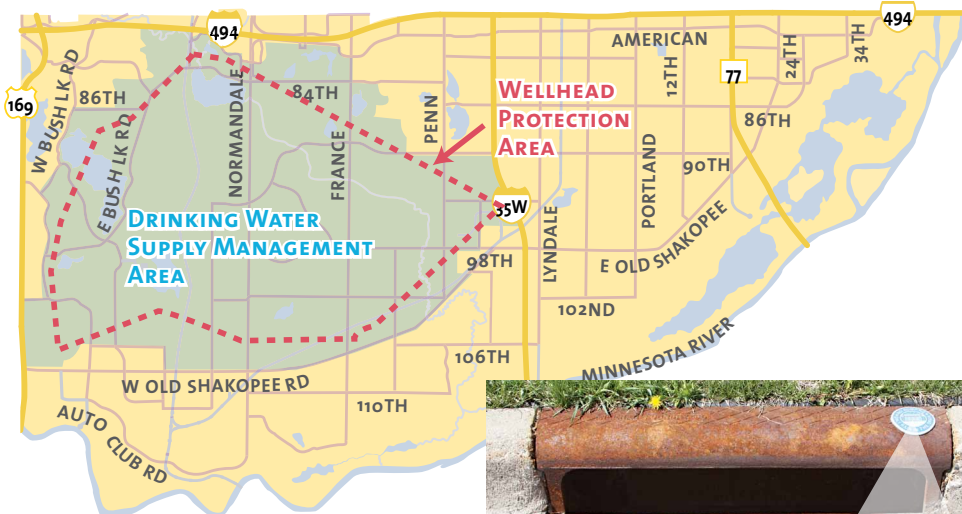
For more information, contact Assistant Utilities Superintendent Glen Gerads at 952-563-8775.

## PROTECTING OUR PUBLIC WATER SUPPLY EVERYONE BENEFITS FROM WELLHEAD PROTECTION

In its ongoing effort to protect the wellhead, Utilities embarked on a project in the summer of 2009 to label all storm water catch basins within a 5,000 foot radius of the city's six groundwater wells. In fact, Utilities installed 2,200 storm drain markers within the earmarked area, *see photo right*. The storm drain markers, which display the words "No dumping, only rain in the drain," were installed over a three-month period. The markers are displayed on both public and private storm sewer infrastructure inlets as a reminder to people to help protect our community's valuable drinking water resource.

Wellhead protection prevents contaminants from entering the area that contributes water to the public water supply well or well field. These areas are determined by geologic and hydrologic criteria, such as the physical characteristics of the aquifer and the effects that pumping has on the rate and direction of groundwater movement. A management plan is developed for the wellhead protection area that identifies potential sources of groundwater contamination, monitors for the presence of specific contaminants, and manages existing and future land and water uses that pose a threat to groundwater quality.

The *Minnesota Groundwater Protection Act of 1989* granted the Commissioner of Health authority to develop wellhead protection measures for wells serving public water supplies; this rule does not apply to private wells.



This action was in response to the 1986 amendment to the federal *Safe Drinking Water Act* in which states are required to implement wellhead protection programs for public water supply wells. *Minnesota Rules, parts 4720.5100 to 4720.5590*, constitute the Minnesota Wellhead Protection Program.

While a wellhead protection plan gives owners of public water supply wells a useful "tool" for providing a safe drinking water supply to their customers, the long-term goals are beneficial to all residents of Minnesota. These goals reduce the use of costly treatment facilities and avoid the need to drill new wells or clean up contaminated groundwater.

If you would like more information about wellhead protection, contact Glen Gerads at 952-563-8775 or the Minnesota Department of Health Source Water Protection Unit at 651-201-4700.



## YOU CAN HELP SAFEGUARD WATER

If you have noticed the above marker on a storm drain near your home, it is especially important to manage all sources of pollution on your property. Street litter, motor oil, antifreeze, pesticides, herbicides, fertilizers, yard and pet waste, and paint are pollutants that could find a way into the drinking water source.

Use hazardous products as directed and dispose of them properly. Questions on proper disposal can be directed to Hennepin County at 612-348-3777.

